

# MYOB® Support Note

## Termination Code 1250

This support note is suitable for:

MYOB Premier Accounting

Windows 95/98 and Windows NT Users

When running Premier in Multi User mode there are continuous messages being sent between all machines who are logged into the session. When one machine records a transaction or updates the data file, Premier uses the NetBIOS/ NetBEUI protocol, to send a message to the other machines to update the information displayed on their screens. A message is then sent back to the original machine to confirm that the message has been received. If the message was not successfully transported to one of the machines, possibly due to Premier 'timing out' on that machine, a message such as this may appear:

**MYOB Premier must terminate , a network error has occurred, Termination Code 1250, Important details 9998 (1147:2001:xx) Unable to send message to ZZZZ**

Where ZZZZ is the computer User ID name of one of the other computers on the network, where the Timeout occurred.

If you get a Termination Code 1250 you should **Verify** your data file to ensure that the 'Timeout' has not corrupted your data file. If your data file does not **Verify** successfully, please see Support Note '**1212 Errors in your Premier data file**'.

If you are experiencing a Termination Code 1250, there are a number of settings that you should check on all your machines on the network running Premier. Some things to check are

- Lockfiles
- Protocols
- Other Applications Running
- Power Down and Screen Savers
- Data file location
- Hardware
- Resources on machines
- Slow machines and network cards
- Distance between machines

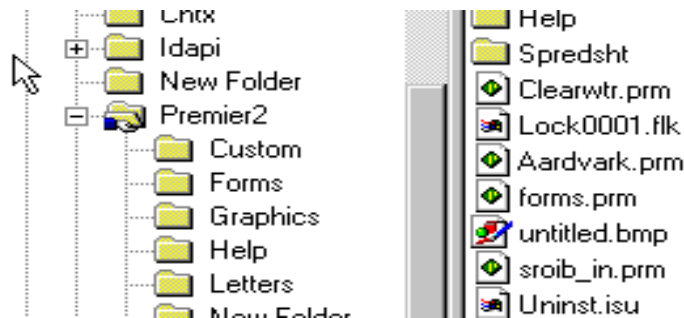
### To check on all machines:

#### Lock files

Whenever a user logs into Premier a temporary Lockfile is created to store the User's name who is logged into that data files session. When each additional user logs into the data file, their User Id name is added to the Lockfile. When you log out of Premier, your name is deleted from the Lock file and, when the last User logs out the Lockfile will then be erased. If you have experienced a termination or crash or have not closed Premier down correctly, then your user name may not be deleted from the lockfile, causing the other machines to attempt to send messages to you.

When everyone is logged out of Premier check to see if there are any lock files still sitting in the directory where your data file is stored.

At the host machine go to **Start>Programs>Windows Explorer** and select the folder where your data file is stored. Check for any files called Lock0001.flk or Lock0002.flk (it could be up to Lock0010.flk) and delete them if all users are logged out of Premier.

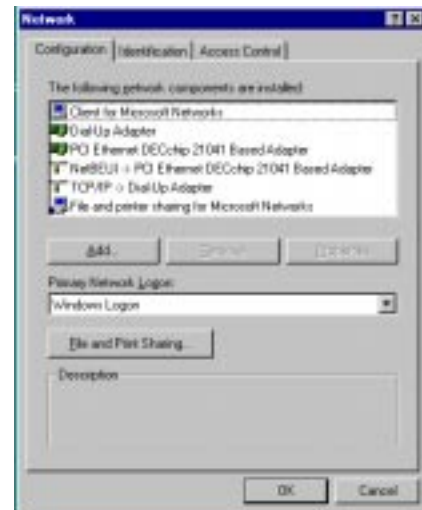


## Protocols

When Premier is running in Multi User mode, it relies on a protocol called NetBEUI to carry messages to other workstations. NetBEUI is a broad cast protocol designed specifically for Local Area Networks. If NetBEUI is not installed on one of the machines, messages cannot be sent to and from that machine, causing Premier to terminate.

To check that NetBEUI is installed on Windows 95/98:

Go to **Start>Settings Control Panel>Network**. Under **Configuration** you should have NetBEUI listed.



The configuration tab, lists all the adapters and protocols that you have installed. Any adapters or protocols that you do not use or need should be removed. For example, if you do not have a Modem connected to this machine you may not need Dial Up Adapter. You may also have a protocol such as IPX/SPX that you do not require. Consult your IT Consultant or Administrator before removing any of these.

You will notice that the protocol listing will indicate which protocol is bound to each adapter. eg NetBEUI>PCI Ethernet DECchip 21041Based Adapter. The PCI Ethernet DECchip 21041Based Adapter in this example is the Ethernet adapter used on the Local Area Network. You do not need NetBEUI bound to a Dial Up Adapter. If you require other protocols to be bound to your Ethernet adapter, set NetBEUI as the default protocol.

### To install NetBEUI:

Click on **Add>Protocols>Add** and highlight **Microsoft** and choose **NetBEUI**. You may need your Windows CD and you will need to restart your machine before the changes take effect.

### To set NetBEUI as the default protocol:

Highlight NetBEUI, click on **Properties> Advanced** and check 'Set as Default Protocol'.

Note: You may need to restart the machine after making this change.

## To check NetBEUI is installed on Windows NT:

Go to **Start>Settings>Control Panel>Network**. Under **Services** check that you have NetBIOS Interface on the list



If you do not have NetBIOS Services in this list you need to install it from your Windows NT CD.

Under **Protocols** check that you have NetBEUI installed.



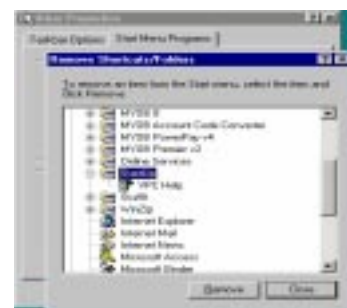
If you do not have NetBEUI on this list you need to install it from your Windows NT CD.

Remember when you add any services or protocols you will need to restart your machine, make sure that you do not have any applications open or any other computer is connected to this machine.

## Other Applications

There is software you can install that provides certain benefits to your computer system, but may take up valuable resources from your computer, resulting in 'timeouts'. You should remove any applications running in the background that you do not use or require. You may find that there are a number of applications running that you are not aware of because they load automatically, when you start up your machine. To find what is running in the background hold **Ctrl+Alt+Del** to view the Task Manager. Any applications that you do not require you should remove by clicking **End Task**, Do not **End Task** on 'Explorer'. An example may be Microsoft FindFast and Office StartUp Assistant (OSA). Remove anything from your Start Up folder that you do not need. Removing applications from your Startup folder will not remove the application from your computer, but stops it from loading automatically.

To view your **Start Up** folder Click **Start>Settings>Task Bar>Start Menu Programs>Remove**. Open the **StartUp** folder and highlight the applications you wish to remove and Click **Remove**.



## Power Down and 3D Screen Savers

Had any of the Premier machines been left idle when the problem occurred? One of the machines may have a CPU or Hard drive 'Power down' feature. You may get a 'Termination code 1250 ... could not send message to Bob'. Bob may have been left idle and powered down, causing it to stop responding to the network and to Premier. We suggest that you turn off any Power down features.

To turn off any Power down features go to **Start>Settings>Control Panel>Power>** and deselect 'When powered by AC power', or set Power Scheme settings to 'Never'. You may also need to switch these off from the machines BIOS, consult your IT Consultant or Network Administrator about this.

3D Screen Savers can also cause this problem. We suggest that you also disable any 3D Screen Savers.

To disable Screen Savers, go to **Start>Settings>Control Panel>Display> Screen Savers**, Select 'None', or a Non-3D type screen saver.



## Data file Location

Is the data file on a server, which is also being used for other applications? If so it may not be able to allocate enough resources to Premier. Perhaps try moving the data file to another, powerful, workstation, and run Premier Peer-to-peer.

## Possible Hardware problems

Problems with network adapter cards, network cables, or the connection between the two could cause transmission problems affecting Premier. There could also be a problem with the software that drives these adapters. Make sure you have updated drivers for Network cards and other hardware. You should check your Vendor's web site regularly for updated drivers. If you are running on Windows 98 and have Realtek drivers, see Support Note 2120 Win98 probs and Realtek

Make sure that in the Device Manager (**Start > Settings > Control Panel > System > Device Manager**) that the Network adapter is not installed under 'Other Devices'.

You should also consider running a Network Diagnostic software to test for transmission errors.

## Low Resources

Check that each machine has sufficient resources: CPU, RAM, HD space for Virtual memory (keep 5-10% free min Hard Disk space). Check the amount of free system resources, there should be at least 80% free.

To check your System Resources go to **Start>Settings>Control Panel>System>Performance**.



It is recommended that a minimum of 10% of the total capacity of hard disk (or 100 MB, whichever is larger) is kept free.

To check your computer's hard disk space, go to **Start>Programs>Windows Explorer**, highlight the C:\ drive and go to **File>Properties> General**. This will display the amount of available disk space.



## Distance between machines

If the distance between the machines is too great, messages may not be transmitted properly, (roughly 200m per segment for thin Coax/10Base2 and 155m from machine to hub on a twisted pair/10BaseT network). You need to ensure that the distance between machine is not too great for the cable to support.

## Slow machines / Fast network card

If Premier has to communicate with a slower machine on the network, a backlog of messages could be created, therefore causing the TC 1250 timeout. This could also occur if a fast machine has a slow network card and a slower machine has a faster card.

## To Check on Workstations:

### Shortcuts

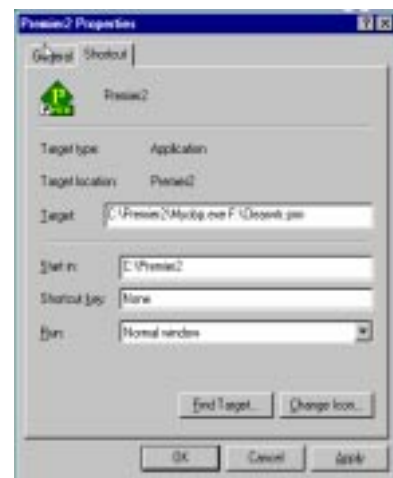
Premier is a Peer-to-peer networking program, therefore it needs to be installed on all machines. If you use a Shortcut to access Premier, check the Target to ensure that the application is running locally.

Right Mouse click onto the shortcut, go to **Properties> Shortcut**. Where it reads 'Target' it should read:

C:\Premier2\myobp.exe F:\data filename.prm

Where F:\ is the network drive that is mapped to host machines Premier2 folder and data filename.prm is the name of your data file.

The 'Start in' field needs to read c:\Premier2 to ensure that all the dll files are also run from the local machine.



The above is a guide to eliminating network errors that you may experience, please ensure that you have checked all of the settings on all machines using Premier, before contacting our Technical Support Team. You may need to contact your IT or Network administrator for assistance.

Please log all error messages before calling, including all error numbers and what the users were doing when the error occurred.

If you require any further Support Notes please call our **Fax on Demand Service** on 03 9222 9898 or download from our web site [www.myob.com.au/support/notes/](http://www.myob.com.au/support/notes/)